



June 6, 2016

**Request for Proposal (RFP) for
The Regional Carpool Program
dated April 22, 2016**

Question and Answers Document No. 2

Dear Bidders,

Please be advised of the following correction(s) to the Question and Answers No. 1: document posted on June 2, 2016. Added text is indicated in *italics*.

Q5: Are most calls answered live?

A5: Currently, most calls that come to the 511 Rideshare Program are answered live. The current Rideshare program has been the default back-up, in-person resource to answer calls to 511. Going forward, the Carpool Program will *not* fill the 511 back-up in-person role. For more information on call volumes under the current contract, see [3 Call Activity.pdf](#) and [26 Role of Phone Service in the Carpool Program Scope of Work.pdf](#)

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